



Parent Handbook & Policy Manual

Parent Responsibilities Agreement  
Contract for ABA Services  
Agreement

Revised 2.3.2020

## **Welcome Message to Parents:**

Touchstone ABA Parent Handbook and Policy Manual provide you with information about our program, the team serving your child and the responsibilities parents have as your child's primary team member. We are committed to maximizing your child's progress by applying evidence-based tactics rooted in the science of behavior Analysis. It is important to the long-term success of your child's enrollment that we understand each other's expectations. Accordingly, this manual outlines the policies for parent-center interactions. If you have questions about any information provided in this manual or any other aspect of the service you will be receiving, please do not hesitate to contact the senior staff at Touchstone ABA.

We look forward to working with you.

Touchstone ABA Staff

### **VISION STATEMENT**

*Our vision is a world where every child, family and individual has access to the behavioral analytic services that can provide them with a better future.*

### **MISSION STATEMENT**

*Our mission is to work with children and their families, educators and workforce leaders to improve behavior and communication skills, which would otherwise be unachievable.*

### **Touchstone ABA locations:**

Baton Rouge Clinic  
St. Lillian Academy  
8130 Kelwood Avenue  
Baton Rouge, LA  
Phone #: (985) 691-2618  
Fax #: (985) 960-2043

Hammond Clinic  
42367 Deluxe Plaza Road Suite 27  
Hammond, LA 70403  
Phone # (985) 956-7672  
Fax #: (985) 956-7670

Houma Clinic  
1018 Verret Street  
Houma, La 70360

Phone #: (985) 873-6092  
Fax #: (985) 873-6094

Lafayette Clinic  
812 East St. Mary Boulevard  
Lafayette, LA  
Phone #: (337) 345-5434  
Fax #: (337) 345-5438

Thibodaux Clinic  
1000 Plantation Rd Suite D  
Thibodaux, La 70301  
Phone #: (985) 446-6833  
Fax #: (985) 446-6835

In-School, Home, New Orleans  
1000 Plantation Rd Suite D  
Thibodaux, La 70301  
Phone #: (985) 446-6833  
Fax #: (985) 446-6835

**Contact Information for billing inquiries:**

Ehealthcare  
Phone: 985-447-7905

*Touchstone ABA does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.*

## Program Information

### Hours of Operation

Touchstone ABA is open for services from 8:30am –3:30pm Monday through Friday. Please note, service times may vary across locations.

### Sample Daily Schedule\*

| Time Block                | Instructional Block  |
|---------------------------|--|
| 8:30                      | Arrival routine (Line technician gets client from their vehicle) & client is supervised in play area |
| 8:30 – 9:45               | Intensive Instruction  |
| 9:45-10:15                | 15 minute Snack/15 minute Play   |
| 10:15 – 11:30             | Intensive Instruction  |
| 11:30-12:30               | 30 minute Lunch/ 30 minute Play  |
| 12:30-1:45                | Intensive Instruction  |
| 1:45-2:15                 | 15 minute play/15 minute snack   |
| 2:15 – 3:15               | Intensive Instruction  |
| 3:15 – 3:30               | Collect belongings and prepare to leave  |
| 3:30                      | Line Technician brings client to their vehicle   |
| 3:30- until center closes | After care   |

\*the specific designed time for client services may vary across sites, please contact the site manager to determine the appropriate schedule.

### Touchstone ABA Calendar

Please refer to the parent's portal on Touchstone ABA's website for center's yearly services program schedule.

### Treatment Methods and Service Delivery:

Touchstone ABA supports evidence- based treatment methods based on the principles of Applied Behavior Analysis and draws from more than 200 tactics in the applied behavioral literature. These tactics include but are not limited to Verbal Behavior strategies, learn unit instruction, Precision Teaching, Fluency

Based Instruction, Direct Instruction, peer tutoring, self-monitoring and the verbal behavior developmental protocols.

The client's program is individually designed to meet his/her unique needs. Our initial objective is to ensure that each client meets medically necessary eligibility requirements for admission to services. We then begin treatment planning by accessing the client's repertoires across a variety of skill areas. Skill areas include academic literacy & foundational communication, self-management for self-help and school readiness and expanding the client's community of interests. Based on our assessment data, initial target objectives are developed in each of the relevant skill areas. The target objectives are designed to minimize core deficits, eliminate barriers and increase the client's functioning and independence. Utilizing these assessment elements, individual treatment plan goals are established with the collaboration of parents, and the Service Provider Team (Supervising Licensed Behavior Analyst, Curriculum Lead & Senior Behavior Analyst).

Touchstone ABA aims to provide maximum intervention opportunities while offering a variety of service delivery options. Some of these options are intensive and comprehensive treatment, after-school services, in-home services and school-based direct ABA services. We operate on a Monday-Friday, 12-month basis.

### **Internal Monitoring, Supervision and Evaluation of Personnel**

Supervision is provided by Touchstone ABA's doctoral and master's level Licensed and Board Certified Behavior Analysts, with an impressive track record and multiple years of experience serving the special needs community. Each client is assigned a pod of registered line technicians, a curriculum lead and a central supervisor who monitors each client's programming data, collaborates with the staff, conducts functional behavioral and instructional assessments as needed and meets with our parents for additional educational sessions.

Touchstone ABA wants to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, Touchstone ABA implements a rigorous performance review schedule.

In addition, feedback and review may include any or all of the following: a Performance Evaluation by the Supervisor/Director, a self-evaluation, video observation, direct observation, parent feedback, client data, and ongoing performance improvement plans.

## **Professional Development and Training**

Touchstone ABA provides ongoing professional development and parent training opportunities to maximize the employee's learning and advancement potential.

This includes but is not limited to the following:

- Daily supervision
- Overlap and team teaching by a Supervisor and/or Director
- Video observation and review
- Self-evaluations
- Weekly center meetings and case reviews
- Formal client case reviews
- Multiple staff in-service days throughout the year
- Reinforcement for attending pre-approved continuing education seminars and workshops
- Conference attendance
- Tuition reimbursement for qualifying employees
- BCBA/BCaBA mentoring and supervision
- Attendance at company sponsored conferences
- Behavior Support Plan training and supervision
- Curriculum training
- Literature review
- Group role-play
- HIPPA, FERPA & IDEA compliance

## **Discrimination Policy**

Touchstone ABA does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

## **Confidentiality of Individual Records**

All information obtained about your family and client is strictly confidential. Information can be released only with a written, specific release signed by you, the

parent/guardian. Touchstone ABA team members have access to confidential information and are required to demonstrate professionalism including adherence to HIPAA policies. Team members must never, under any circumstances, mention the client's last name, address, or case history. Discussion of the client must be confined to individuals who are professionally involved with the client's enrollment. Any case discussions should be conducted in a professional manner and in an appropriate place, preferably behind closed doors. Clients are never to be discussed in public.

There are limits on maintaining confidentiality. Touchstone is a mandated reporter and responsible for the release of client records in the following circumstances:

- Any and all suspected client abuse incidents must be reported
- Any court orders to release records is received
- If you are a danger to yourself or others
- If you waive your rights or give consent
- If the insurance company paying for services requests to review records
- HIPAA Privacy Rule: Disclosures in Emergency Situations

## **Performance Improvement**

Touchstone ABA has adopted the philosophy of continuous performance improvement on an organization level. The performance improvement plan identifies important functions of the organization and considers dimensions of performance for each as its basic framework.

This includes but is not limited to internal monitoring and evaluation of personnel, regular building and space evaluation and inspection, Additionally, the organization's plan addresses the performance improvement philosophy as well as the collection, analysis, summation and sharing of information while maintaining compliance with state regulatory requirements.

## **Laws & Regulations**

Touchstone will comply with state and federal laws regarding the delivery of services to clients with disabilities, including, but not limited to, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the Americans with Disabilities Act (ADA), Family Educational Rights and Privacy Act (FERPA), Rehabilitation Act of 1973, the Individuals with Disabilities Education Improvement Act of 2004 (IDEA) and Chapter 3323 of the Revised Code, per Rule 3301-103-07(A)(13) of the Administrative Code and the laws, rules and regulations under the jurisdiction of the Louisiana Behavior Analyst Board.

# Parent Handbook

## Policies and Procedures

### Arrival Information (times may vary at each clinic)

#### On-Time Arrival

- Upon arrival, all parents are asked to wait in the car. The client's Line Technician will come out and greet you, get clients and their things needed for their day, and bring them into the building.

***If your child will be absent from or late to clinic, please notify the Site Supervisor.***

#### Late Arrival

- All clients arriving late for their client's start time should notify the Site Supervisor, and then wait in their car. The line technician will greet the client and take him/her to their classroom.

## Dismissal Information

Dismissal time for the part time AM session is 12:30pm, and for the full time and part time PM session it is 3:30pm. Again, these times may vary by location. Clients should not leave before dismissal except in special cases in which the clinic has been notified in advance. In the event that your client must leave early, please notify the center as soon as possible.

Custodial caregivers will need to complete a "Permission to check out of center" form identifying persons authorized to pick up client(s). Clinic personnel will only release client(s) to an authorized person named on the form on file.

## Late Pick-up

**Parents will be assessed \$1 per minute fee after the first five minutes they are late picking up their client.**

We will only release the client to you or other persons you have identified on your client's Authorization for Client Pick Up. People listed on the Authorization form may be asked to show their identification. If someone not listed on the Authorization for client pick up is coming to pick up your client, you must inform your clinical Director/office manager prior to his or her arrival. That person will be expected to pick-up your child at the correct dismissal time and show their identification.

## **Before and Aftercare**

If you need before and/or after care services for your child, please contact Angie Lanoux, Family Services Coordinator, at (985) 446-6833.

## **Parking**

In order to keep the drop off areas and parking lots safe for everyone, please follow the traffic rules during peak drop-off and pick-up times. Please be aware of clients and adults continuously transitioning during drop off and pick up. Also, please be mindful not to block parking lot entrances and exits.

## **Attendance**

Regular attendance throughout your child's treatment program is extremely important. Parents can help promote their child's skills growth by making every effort to schedule family vacations to coincide with Touchstone ABA's breaks.

Should circumstances arise that will require taking your child out when Touchstone ABA is in session, please contact the center as soon as possible (30-day written notice to the clinical director for planned absences). **Excessive absences may result in termination of services.**

## **Absence and Tardy Procedures**

If your child will be late or absent for the day due to illness or medical reasons, please notify the center as far in advance as possible.

Please call the specific clinic location and leave a message if no one answers. This is to ensure that we have proper time to notify the staff and make any adjustments to the schedule to accommodate for your child's absence.

## **Health and Illness Procedures**

In order for your child to have a successful treatment program at Touchstone ABA, their health is important. In general clients should stay home if he/she shows any signs of illness the night before or in the morning prior to attending. If your child shows any of the following symptoms while attending, he/she will be isolated in the lobby or an unoccupied room under the supervision of a staff

member until a parent or guardian arrives. We will make every effort to reach the parents of an ill client by the telephone numbers listed on the Emergency Contact Form. If the parents cannot be reached personally within one half hour, we will begin trying to reach the listed emergency contacts by phone until someone is reached. In addition, we will staff home if any of the health and illness signs are present.

A client cannot be sent to the center when:

- The client is unusually lethargic or irritable.
- The client is in a contagious state of a communicable disease.
- The client has a temperature of 100 degrees or higher.
- The client has an unexplained rash.
- The client has open skin sores.
- The client has diarrhea or has been vomiting **within the last 24 hours**.
- The client has discharging eyes or ears or has profuse nasal drainage or congestion.
- The client has head lice or nits present on hair or scalp and has not yet obtained a written release from a health care professional.

Each client must have an Emergency Contact and a Permission to Check Out of Center form on file. It is necessary that accurate, up to date information be on file for each client. Should a change occur in telephone numbers, doctors or the person to call in case of an emergency, please notify the Site Supervisor to immediately update this information.

In the event a client is exposed to a communicable illness or disease while at Touchstone ABA, a letter will be sent home as soon as possible detailing what occurred and what actions, if any, need to be taken before returning the client to education and/or treatment.

If a client is on an antibiotic for an illness, they must be taking the medication for **24 hours before returning for services**.

### **Homeschool/ Homebound**

If client is school-aged and receiving full time clinical services at a Touchstone center, parents must enroll client in a homeschool or homebound program. Please contact Angie Lanoux at [alanoux@tc-aba.com](mailto:alanoux@tc-aba.com) for further assistance.

### **Safety Policies**

The safety and health of clients and employees is a priority. Touchstone ABA makes every effort to comply with all federal and state workplace safety

requirements. Touchstone ABA's workplace safety rules and regulations are the following:

- No Smoking
- No Weapons
- No tolerance for drugs or alcohol
- Follow HIPAA regulations
- Implement a Dress Code
- Implement Authorization for Client Pick-up Policy
- Follow Severe Weather and Emergency-Related Procedures
- Implement safe evacuation procedures
- Implement a visitor policy and procedure

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. This includes but is not limited to:

- A line technician or BCBA in charge of a client or clients shall be responsible for their safety.
- No client shall be left alone or unsupervised.
- No parent or staff is allowed to smoke in the building.
- In case of a fire, tornado, bomb threat, or other emergency, line technician or BCBA will guide the clients following their posted emergency action plan.
- A client shall not be released to the parent or caregiver if that person is deemed by the staff to be under the influence of drugs or alcohol.
- The center will immediately notify the client's local public services agency if there is suspicion of abuse or neglect.
- Parents must schedule with supervisor visitations and times.
- All individuals must sign the visitor log and confidentiality statement for Touchstone ABA to be completely aware of any and all persons in the building or on the premises.

### **First Aid Procedures**

In the event of a mild injury or incident involving a client, an incident/injury report will be filled out by the appropriate staff member and the parents will be contacted by the Site Supervisor or a member of the Administrative staff. The injury/incident report will be sent home with the client. If there are any questions about the situation, please contact the client's BCBA.

## **Building Security Procedures**

All visitors in the center will sign in with the Site Supervisor or agency representative.

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. Authorization must be obtained from the site supervisor or owners prior to a visit in an appropriate amount of time to allow for possible approval or denial.

When making arrangements for visitors, all visitors must enter through the main reception area and sign in and sign out at the front desk and/or with the site supervisor.

## **Emergency and Weather Related Center Closings**

In the event of inclement weather, Touchstone ABA will follow weather-related closure procedures established by the municipality within your child's clinic's geographical area. You can find this information by tuning in to local radio stations or television broadcasts. Touchstone ABA will also update the voicemail and Facebook page with closing information. Additionally, Touchstone ABA will notify parents through One Call (phone notification system).

## **Dress Code**

Your child is encouraged to wear close-toed shoes. According to Safety-Care™ guidelines, your child should wear clothes that minimizes the chance that aggressive behavior might harm your child. Touchstone ABA offers approved logo polo shirts for purchase.

## **Lunch and Snacks**

If your child is receiving treatment services during lunch time, parents/caregivers should **provide a packed lunch and two snacks**. Touchstone ABA does not provide meal service. Your child's lunch should be prepared, mixed, and ready to eat. Staff members are able to open containers for clients who may not have the strength or fine motor skills to do so. You may choose to include drinks for eating times. If you do not, your child will always be offered filtered water.

## **Diapering and Toileting Supplies**

Each day/week, parents are required to send in the appropriate diapering and/or toileting supplies that their client may need in their backpack. This includes diapers, wipes, and one or more changes of (labeled) clothing.

Parents may request to store diapering and toileting supplies on site by contacting a supervisor. A bin and/or storage space will be provided for the client's items.

## **Reinforcers**

For parents that are both new and familiar with the program, it's important to be aware that one of the main goals of treatment is to help a client access something we call, "reinforcers." This means we want to make the client's day as rewarding as possible to keep them motivated to learn.

First, we request parents provide an assortment and a written list your child's favorite items on their first day of treatment services. This commonly includes specific snacks and drinks your child likes but can also be special toys from home that we can send back and forth through your child's backpack. If a parent sends toy(s) with their child, the team will only use these as a possible reinforcer for their child during treatment services. These items will not be available to your child at other times. In addition, we work hard to prevent a client's toys from being used by other clients, from possible breakage, and from possible loss. However, this does not always go the way we plan. Breakage or loss may occur and would be reported to a parent if this happened. Touchstone ABA does not replace broken or lost items. When sending toys, we recommend sending gently used toys and toys that do not hold special meaning to the parent or their child.

If your child's treatment plan incorporates the use of a special reward, we will first meet with the parent to determine how and if to add that reward for them as part of their reinforcer menu.

This is such an important piece of treatment and we thank all parents ahead for their support in this area. Without motivation to learn, the acquisition of new skills will not take place!

## **Family ↔ Touchstone ABA Relationship**

Collaboration and communication are critical components of a successful program for your client. Below are some of the items we feel are important in developing and maintaining healthy communications with each other.

### **Clinical Services Information**

Touchstone ABA boasts one of the most highly qualified ABA services team in the state. Your clinical services team is made up of an experienced and dedicated staff. Several of our staff are also certified teachers, researchers, national and international consultants and provide additional area expertise.

Dr. Grant Gautreaux, PhD, BCBA-D, LBA, Cert. Teacher (NYS) CABAS Master Teacher, Senior Behavior Analyst and Asst. Research Scientist

### **Capital Area and Hammond**

Mary Johnson, BCBA, LBA, Cert. Teacher, CABAS Teacher 2, St. Lillian Academy Site Based Supervision, School District Consultation

Kelsey Andre, BCBA, LBA, CABAS Teacher 2, St. Lillian Academy Site Based Supervision- School Aged Clients

Alfred Tuminello, BCBA, LBA, Parent Education, Insurance appeals, Capital Area Supervision

Kalyn Graphia, BCBA, LBA, General Supervision, St. Lillian Academy Pre-school Services, School District Consultation.

Lauren Becnel, BCBA, LBA, CABAS Teacher 2, Hammond Site Based Supervision

### **New Orleans Metro Area**

Dr. Derek Shanman, PhD, BCBA-D, LBA, Cert. Teacher (NYS) Regional Services Coordination-Research and Development, CABAS Master Teacher, Assoc. Behavior Analyst

Angela Moran, BCBA, LBA, Cert. Teacher, New Orleans Clinical Director

## **Houma, Thibodaux and Lafayette Area**

Dr. Tricia Clement, PhD, BCBA, LBA, Cert. Teacher, CABAS Teacher 2, Regional Services Coordination-Initiatives and Services Development

Lori Scott, BCBA, LBA, Cert. Teacher, CABAS Teacher 1, Thibodaux, Site Based Supervision

Sierra Savoie, BCBA, LBA, CABAS Teacher 2, Thibodaux, Site Based Supervision

Mandi Bonvillain, BCBA, LBA, Specialist School Psychology, School Based Services Supervision, Houma, Thibodaux, Parent Education

Paula White, BCBA, LBA, Cert. Teacher, CABAS Teacher 2 Houma Site Based Supervision

Alisha Autin, BCBA, LBA, Cert. Teacher, Houma Site Based Supervision, School District Consultation

Danica R. Savoie, M. Ed., LBA, BCBA, Lafayette Based Supervisor

## **School Based Services and Parent Support Services**

Janice Huber, BCBA, LBA, Parent Liaison

Carmen Broussard, LP, Specialist School Psychology, School District Consultation, Houma, Thibodaux, Parent Education

## **Family Services**

Incorporating educational opportunities for families is a critical element for improving long term outcomes. We offer the following service options for our families and we encourage you be full participants in your child's program.

### ***Annual Review Meetings:***

What: Meeting to discuss annual goals and objectives, past and current progress, transition plan.

When: Each February

Who: Your child's Lead Technician, Supervisor and school representative when appropriate, Family representative(s) and other stakeholders may attend

### ***Progress Update Meetings:***

When: Each July

Who: Your child's Lead Technician, Family representative

What: Meeting to discuss past and current progress, transition plan, session observation.

### ***Monthly Newsletters:***

When: Monthly

Who: Touchstone ABA's Parent Support Services Director

What: Each Month Touchstone sends a one-page newsletter with staff introductions, helpful hints, important dates and ABA facts.

### ***Private Appointments:***

You may request a private meeting with specific Touchstone Center team members outside of the Annual Review and Progress Update Meeting Cycle by contacting our Family Services Coordinator, Angie Lanoux, at (985) 446-6833 or [alanoux@tc-aba.com](mailto:alanoux@tc-aba.com).

### ***Home Outreach Visits:***

These visits are part of your child's treatment plan and are designed to ensure skills are generalizing to the home and also to focus on strategies specific to home and community based target objectives.

### ***Family Education Sessions:***

These sessions are conducted on site every 4-6 weeks and are designed to teach you about the principles of behavior and related tactics so you can implement consistent procedures at home. We also target sessions specific to certain issues your child is experiencing at home. Families are asked to complete a series of self-paced learning modules at home.

***Daily Communication Notebooks:***

Each day you receive updates on child daily progress via The Touchstone Center Communication Notebook. The notebook contains information related to daily achievements and information from center to home and vice versa.

***School IEP Meetings:***

School IEP meetings are scheduled by your child's school. In order for The Touchstone Center staff to attend school IEP meetings the family needs to request our presence. We highly recommend you request our attendance especially in the case where the child is receiving ABA services at the school.

***Authorization Verifications:***

Approximately every 6 months a new authorization for services needs to be completed by your child's provider. When this is done the family will be contacted to review the goals and objectives for the treatment program. This can be accomplished simply by a phone conversation.

***Touchstone ABA Website Parent Portal:***

Specific information regarding your child's progress can be found on our website via our Parent Portal. This portal is password protected and is accessible only to you via your unique sign-in. You will find progress notes, graphs, objectives achieved and short video clips related to some of the protocols your child is receiving.

***Termly Progress Reports:***

Written reports sent home every 4 months to update you on your child's progress and achievement.

***Transition Plans:***

Please note that the ultimate goal for all of our clients is to have them in a traditional school setting receiving educational services from the school. With each authorization we focus on the achievement of objectives that will allow your child to benefit from school based academic instruction. Re-authorization approval is based on your child's progress on these goals. We attempt to work very closely with the schools in our area to provide seamless transition services.

### **Touchstone role and responsibilities:**

1. Touchstone ABA will provide daily progress notes in the form of a “Daily Communication Book.”
2. Touchstone ABA will provide weekly homebased treatment targets describing specific goals to implement in the home for that week when requested.
3. Touchstone ABA conducts an initial planning meeting to identify treatment goals with the parents and team.
4. Touchstone ABA sends quarterly progress reports to both parents and school districts to provide specific data on the client’s progress towards goals.
5. Touchstone ABA will provide memorandums to parents as necessary. Memorandums and written communication will be sent home in the client’s backpack.
6. Touchstone ABA updates and maintains pertinent information on the center’s website.
7. In an effort to analyze and improve services provided, Touchstone ABA will send home a semi-annual Customer Satisfaction Survey.
8. Touchstone ABA provided child specific progress via the center’s parent portal on the website.

### **Parental role and responsibilities:**

1. Parents may schedule a visit during the day to observe their child at pre-designated times. All visits must be **scheduled prior** with the site supervisor.
2. Parents are responsible for reviewing the Daily Communication Book sent home with their child.
3. Parents are responsible for implementing home-based treatment plans and providing documentation to Touchstone ABA about performance or concerns in a timely manner.
4. Parents may request program changes at any time by contacting the center’s director. These requests must meet medically necessary criteria and be approved by the authorized payer.
5. Additional services may be available for a client to aid in generalization and further communication from the center program to the home. It is the parent’s responsibility to request information about current available services, and formally establish plans with Touchstone to access these.
6. In addition, parents may send notes in their child’s Daily Communication Book to inform the staff of any important and prominent issues.
7. We encourage all parents to call or ask to meet with the Supervisor if there are any concerns about their child’s services at the center.
8. Parents must notify Touchstone ABA of any change in their child’s insurance coverage. Parents will be responsible for services rendered during any gaps in insurance coverage.

9. We ask parents to be sensitive to the time spent with the line technician and supervisors at drop off and pick up particularly due to other clients, their next session, lunch, or other duties.

## **Touchstone ABA Parent Responsibilities Agreement**

Parental participation in your child's treatment program is essential for optimal outcomes. Below is a list of items required to receive education and treatment services from Touchstone ABA. Please contact a clinical director or BCBA supervisor for questions.

### **Parent Participation**

I understand and agree to participate in the following areas:

#### **Parent program and update meetings:**

- I will attend meetings with staff.
- I will attend any review and planning meetings to participate in creating appropriate goals for the following year of treatment.
- I understand I may request program or specific care changes at any time by contacting the Director to schedule a meeting regarding these possible changes.

#### **Home Generalization and Homework:**

- I will monitor and complete parent and client homework/generalization assignments in the home on a weekly basis and provide documentation on these assignments.
- I will implement recommended behavior plans in the home.
- I may request to be excluded from homework assignments.

#### **Parent Orientation and Continuing Education:**

- I will attend any and all initial Parent Meetings that provide me with an overview of my child's education and treatment plan. This typically occurs within the first 30-60 days of service.
- I will attend training seminars or overlap sessions recommended and made available by Touchstone ABA.

#### **Funding and Licensing Information Requirements:**

- I will provide all information for my child's file and keep my child's file up to date for both the education and treatment documentation and necessary documentation required by regulating entities.

#### **Center Visits and Observations:**

- I understand that Touchstone ABA encourages parents to participate under the supervision of my child's licensed supervisor during a segment of my child's treatment for a minimum of 1 hour per month to aid in home

based treatment and skill generalization. I understand that if my child is in 1:2 or small group setting that I must not violate the confidentiality or interrupt the treatment of the other clients. I understand that I may have other professionals, family, and any other individuals I choose visit and observe my client during center operations, however, they must be pre-scheduled with the center's director or supervisor.

### **Termination of Services:**

- I understand participation in this treatment program is voluntary. I understand that I may choose to discontinue participation and withdraw my child at any time with a two-week withdraw/transition notice. I understand that my child's tuition will be billed during the last two weeks of transition. I understand also that Touchstone ABA has an ethical responsibility to discontinue services in the event that they feel my child is not benefiting from the program.

### **Payment Responsibility**

I understand and agree to the following payment responsibilities:

- 1) Touchstone ABA accesses various funding sources, I understand that I am responsible for the full amount of the invoice for services provided. Fees may be paid by personal check, credit card or cash.
- 2) Touchstone ABA reserves the right to disenroll any client if payment is not made promptly.
- 3) Touchstone ABA reserves the right to increase fees upon one month's prior written notice.
- 4) Touchstone ABA **requires two week written notice** but prefers 30 days in the event that you ceasing services provided to your child by The Touchstone Center. This notification helps us plan for those clients that are on the waiting list and prepare your child for a successful transition. Failure to provide 30 days written notice of intent to withdraw will result in session cancellation fees as applicable (please see number 8 below), and in collection procedures for unpaid account balances.
- 5) Parents will be responsible for any legal or collection fees incurred in settling delinquent accounts.
- 6) There will be a \$35 service charge on all returned checks.
- 7) All fees are non-refundable.
- 8) Touchstone ABA reserves the right to bill for services up front.
- 9) Touchstone ABA reserves the right to change the billing structure if client/parents miss ODE signature requirements, or do not reimburse Touchstone in a timely manner. This means a parent may be required to pay for services up front for a minimum of 1-3 months.
- 10) Parents are responsible for payment of any services above and beyond those provided by Touchstone ABA and/or those services denied by

Touchstone ABA for any reason. Payment is due within 10 days of receipt of invoice.

- 11) When picking up your child from treatment services, its important to be on time or within 5 minutes. If you are unable to pick up your client on time you will be billed for after-center care at a rate of \$1/per minute after the initial 5 minutes.
- 12) Services other than the center-based program may be accessible such as 1:1 ABA therapy, in-home ABA programs, Focus Sessions, ABA/Behavioral Consultation, etc. Each of these services will have their own enrollment and payment agreement documents. Please contact the center's clinical director for more information.
- 13) In addition to the reviewing the requirements outlined within this document each parent/family must complete a client services agreement document and a consent for ABA services document separate from this handbook.

***All billing inquires can be directed to Ehealthcare at (985) 447-7905.***

Appendix 1

**Client Services Agreement**

This document confirms an agreement by and between Touchstone ABA, 1000 Plantation Rd, Thibodaux, LA hereinafter referred to as Touchstone ABA; and The FAMILY NAME Family, \_\_\_\_\_, LA; hereinafter referred to as Mr./Ms. FAMILY NAME. Touchstone ABA and Mr./Ms. FAMILY NAME do mutually agree to the following:

Touchstone ABA staff will provide consultation as an expert in matters regarding Applied Behavior Analysis related to the education/treatment of CHILD'S NAME, son/daughter of Mr./Ms. FAMILY NAME. \_\_\_\_\_ initials

This contract shall begin effective \_\_\_\_\_ and include any and all treatment, assessment and/or consulting activities that may have been provided by Touchstone ABA from that point forward in the case of CHILD'S NAME FAMILY NAME. \_\_\_\_\_ initials

Touchstone ABA will bill your insurance for services rendered. For any out of pocket, deductibles, co-pays, or non-covered services Mr./Ms. FAMILY NAME will pay such bill at the time services are rendered. \_\_\_\_\_ initials

The terms of this agreement may be amended only in writing with the mutual consent of both parties and may be terminated with 10 days written notice by either party. If this occurs Touchstone ABA will provide a list of other ABA service providers. \_\_\_\_\_ initials

It is agreed between the parties hereto that nothing in this agreement shall be construed as giving either party any control or direction over the operation and management of the property or affairs of the other, nor shall anything in this agreement be construed as limiting the rights of either party to affiliate or contract with any other person or persons for providing of services during the term of this agreement. \_\_\_\_\_ initials

Once a treatment schedule has been established any planned absences (vacations or other planned events) must be provided to Touchstone ABA's Family Services Coordinator. \_\_\_\_\_ initials

For in home services, a parent or legal guardian must be present for the duration of the session. \_\_\_\_\_ initials

24 hour notice must be provided to the Touchstone ABA's business manager for any cancellations. If a cancellation notice is not provided Touchstone ABA has to right to auto-draft a daily fee of 100.00 from your checking account. \_\_\_\_\_ initials

Signatures:

\_\_\_\_\_  
Chief Operations Officer  
Touchstone ABA

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mr/Ms. FAMILY NAME, parent  
CHILD'S NAME FAMILY NAME

\_\_\_\_\_  
Date

## Appendix 2

### Consent for Applied Behavior Analysis Services

This document describes the nature of the agreement for professional services, the agreed upon limits of those services, and rights and protections afforded under the Behavior Analyst Certification Board's Guidelines for Responsible Conduct of Behavior Analysts. I will receive a copy of this document to retain for my records. All fees for services and payment arrangements will be reviewed separately with Touchstone ABA's business manager. \_\_\_\_\_ initial

I, Mr./Mrs. \_\_\_\_\_, agree to have my child/dependent, \_\_\_\_\_, participate in applied behavior analysis (ABA) assessment and/or treatment services provided by Touchstone ABA. I understand that the specific activities, goals, and desired outcomes of these ABA services will be fully discussed with me and that I will have the opportunity to ask for clarification prior to signing this document. I also understand that I have the right to ask follow-up questions throughout the course of service delivery to ensure my full participation in services. If these services have been arranged or will be paid for by a third party (e.g., school, insurance plan, state agency), I am aware that the third party has the following rights including but not limited to: (determining services, implementation, documentation of sessions for billing purposes, results of assessments, and written reports). These rights are limited and should not supersede the right to effective treatment. I also understand that \_\_\_\_\_ is the primary client of the behavior analyst and that services will be designed primarily for \_\_\_\_\_' benefit. Any other individuals or agencies (e.g., family, school professionals) who may be affected by the ABA services are considered secondary clients. \_\_\_\_\_ initial

As ABA services focus on increasing \_\_\_\_\_'s skills across several domains, I understand that the first several sessions (up to 2 weeks) may consist of assessment activities designed to (a) evaluate his/her current skills (e.g., curricular assessments) and (b) determine which instructional strategies and interventions are likely to prove most effective (e.g., preference assessments, assessment of prompting strategies). The time allocated to these assessments will result in improved intervention. If the services are designed to improve ongoing problem behaviors, I understand that the beginning of those services will include functional assessment and/or functional analysis activities (e.g., interviews, checklists, direct observations) that are designed to provide information critical to the development of effective treatment procedures. I may be asked to assist in gathering some of this information by recording problem behavior as it occurs. This process may take up to 2 weeks prior to implementing intervention, but will increase the likelihood of effective intervention. Some of these services may not be reimbursable by your insurance provider and may be the responsibility of the family. \_\_\_\_\_ initial

The subsequent services will be focused on development of and implementation of instructional procedures and/or a behavior intervention plan. Prior to implementation, I will receive a printed copy of the results of any assessment and of any proposed instructional procedures or behavior intervention plans for my approval. The contents of those documents will be explained to me fully and any questions I have will be answered to my satisfaction. Subsequent implementation will involve training in the basics of ABA that are important for the intervention, details about the specific components of the ABA intervention, and direct practice in the components for the family, educators, and/or other service providers. Full participation (communicating regularly, completing the parent modules, attending parent meetings, adherence to treatment plans and programming recommendations) in these implementation and training activities is critical for a successful outcome. Ongoing collection of data will allow evaluation of the effectiveness of the intervention and will assist in developing any revisions that need to be made to ensure a good outcome. If there is evidence of repeated lack of involvement, Touchstone ABA reserves the right to revisit and reconsider the appropriateness of services. When mastery on all goals (current and future) is achieved, we will discuss the discontinuation of services as we will have achieved our therapeutic objectives. In addition, at regular progress reviews we may also discuss whether continuation of services would be beneficial, and any barriers to continuation. \_\_\_\_\_ initial

I understand that these services are based on medical need and are not intended to replace or supplant educational services provide by a school or Local Educational Authority \_\_\_\_\_ initial

Behavior analysts are ethically obligated to provide treatments that have been scientifically supported as most effective for Autism and related disorders. I am aware that other interventions that I am pursuing may affect my child's response to ABA treatment. Thus it is important to make the behavior analyst aware of those interventions and to partner with the behavior analyst to evaluate any associated therapeutic or detrimental effects of those interventions. In regards to medication we ask the prescriber to contact the BCBA before starting or making changes to medication Understand that medication may impact ABA interventions either positively or negatively therefore it is important we are aware of medication management issues. \_\_\_\_\_ initial

I understand that the procedures and outcomes of all assessment and treatment services are strictly confidential and will be released only to agencies or individuals specifically designated by me in writing. In addition, the fact that \_\_\_\_\_ receives any services is protected and private information. I am aware that Touchstone ABA may release information without my prior consent if so ordered by a court of law. I am also aware that providers are legally required to report suspected occurrences of child abuse or neglect or if I or my

child present clear and present danger to ourselves or to others. \_\_\_\_\_  
initial

I understand that the provider agency employs line technicians at Touchstone ABA who are registered by the state of Louisiana and supervised by Licensed Behavior Analysts (master's and doctoral level Board Certified Behavior Analysts. I understand that \_\_\_\_\_'s assessment and treatment services may be observed by supervisors or other employees as part of ongoing training and quality assurance activities. Events occurring in those sessions will be discussed in closed supervision meetings of Touchstone ABA's faculty and staff, new hires, university personnel and university students acquiring field experience hours. All individuals attending these staff meetings are bound by the same confidentiality guidelines as Touchstone ABA in order to protect my privacy and that of \_\_\_\_\_. I am aware that a record of the treatment will be maintained and this record is available to me in written form upon request.  
\_\_\_\_\_ initial

I understand that it may be necessary to audio-or videotape assessment and/or treatment sessions for supervision or educational and research purposes. I understand that the recorded material will be used only by Touchstone ABA's faculty and staff, new hires, university personnel and university students acquiring field experience hours. All individuals attending these staff meetings are bound by the same confidentiality guidelines as Touchstone ABA in order to protect my privacy and that of \_\_\_\_\_. and only for purposes of professional training, assessment or treatment evaluation . If the assessment or treatment involves formal research that goes beyond normal evaluation or clinical procedures, I reserve the right to consent or refuse to participate. \_\_\_\_\_  
initial

I reserve the right to withdraw at any time from these services and I understand that such a withdrawal will not affect \_\_\_\_\_'s right to services. In the event of withdrawal, I may request a list of other credentialed providers in the region. In addition, I reserve the right to refuse, at any time, the treatment that is being offered. \_\_\_\_\_ initial

I am aware that the relationship between provider and client is a professional one that precludes ongoing social relationships, giving of gifts, or participation in personal events such as parties, graduations, etc. In addition, I understand that Touchstone ABA has a cancellation policy I must adhere to. \_\_\_\_\_ initial

I may request a copy of any of Touchstone ABA's service providers professional credentials. In addition, any concerns that I have about my service providers' performance can be directed to Dr. Grant Gautreaux, Senior Behavior Analyst at Touchstone ABA. You also the right to contact the Louisiana Behavior Analyst Board at [www.lababoard.org](http://www.lababoard.org) for consumer protection concerns. \_\_\_\_\_ initial

IMPORTANT: In order to prepare for staffing and programming requirements. Please indicate your start date and please select ONE of the following options. If you have any questions or comments about an option please note it in the comments section next to each item.

Start Date: \_\_\_\_\_

Service Provision Recommendations:

The number of ABA treatment hours your child receives is determined by the information of the Comprehensive Medical Evaluation and the assessment conducted at Touchstone. Subsequently services are adjusted based on the data from your child's treatment plan. The long term goal is the fade out intensive ABA services but that determination is based on your child's performance data.

These policies have been fully explained to me, and I fully and freely give my consent and permission for my dependent.

\_\_\_\_\_  
Parent or Guardian (legally authorized representative)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Guardian (legally authorized representative)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervising Behavior Analyst

\_\_\_\_\_  
Date

LBA # \_\_\_\_\_

BCBA Certificate # \_\_\_\_\_

**Touchstone ABA, LLC**  
**Parent Handbook Acknowledgement**  
**&**  
**Parent Responsibilities Agreement**

Client Name: \_\_\_\_\_

By signing this, I acknowledge I have received, read, and understand the Touchstone Parent Handbook and Parent Responsibilities Agreement; and as such, I agree to all requirements within this document. In addition, I give consent for my child, \_\_\_\_\_, to receive education and treatment services from Touchstone ABA

\_\_\_\_\_  
Parent/Guardian Name                      Parent/Guardian Signature                      Date

\_\_\_\_\_  
Parent/Guardian Name                      Parent/Guardian Signature                      Date